

Caring and Sharing

A PUBLICATION OF PREGNANCY HELPLINE, INC. OF MADISON

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Pregnancy Helpline Improves Services to Spanish-Speaking Clients.

We estimate that over half of the clients we serve at our Sharing Center and on the phone lines are Hispanic. We have made several changes to our programs to serve this population better.

First, with the help of Livier Crow, our Board Spanish Liaison, and Jessica Vinson, our Phone Volunteer Coordinator, we held a special Spanish-speaking only training in February. The goal was to give full training to our Spanish-speaking volunteers, and equip them to better handle the many calls we get from Spanish-speaking clients. They are fully integrated members of the Phone Volunteers team, and we are grateful for their service!



Second, Elizabeth Kirkland, a Spanish-speaking Sharing Center and Phone volunteer, conducted interviews with Spanish-speaking clients at our Sharing Center. Our clients told us that while we were “Spanish Friendly,” more could be done to provide an accessible and comfortable environment. The following improvements were made: We translated more signs around the room, added a bilingual communication tool to use at intake, and reminded our volunteers to speak slower. See an interview from Liz in our Client spotlight!

YOU CAN HELP.

- 1) We need more Spanish-speaking Phone Volunteers. Info about upcoming training on page 3.
- 2) We need Spanish-speaking Sharing Center volunteers.
- 3) We need you even if you don’t speak Spanish! Through our bi-lingual communication tools, you can be successful in any of our 4 programs. Contact Alissa Hirscher to get involved.

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Director's Corner

The focus of this newsletter is how we are serving our Spanish-speaking clients, and how we can meet their needs even better! I'm so grateful to Livier and Liz for all their guidance and input in this area. We are excited about our new phone volunteers and process, and pleased about Sharing Center updates and getting our Safe Sleep contracts translated.



Next steps include reaching out to other cultures we serve and meeting their needs as well.

In 2013, we had 17 diaper drives and had 19,000 diapers donated to us! That's amazing! Thanks so much to Jen Bartell and Alison Hill-Slavin for helping us keep more bottoms dry in the Madison area.

I hope you can join us at our Pancake Breakfast this year, and consider doing a diaper drive at your church or school to keep our diaper bank stocked!

Please contact me if you'd like me to come speak at your church or group event! I'm happy to share more about what I love!

Client Story

“THE QUALITY OF CLOTHING IS GOOD AND THE FREE DIAPERS ARE GREAT!”
-ROSA, SHARING CENTER CLIENT

Rosa* is a new client who has been coming to the Sharing Center for the last month. She has 1 child that she “shops” for there. Rosa discovered our Sharing Center when her mother picked up a flier for her.

What is helpful about the Sharing Center, we asked?

“Everything! The quality of clothing is good and the free diapers are great!”

Rosa is primarily a Spanish-speaker, and found us to be Spanish friendly overall, but had ideas for us to become even more so. Her ideas include having a Spanish speaking

person at the SC each week., and translating more signs around the Sharing Center. She likes us so much, she wishes we were open another day each week!

We're glad you found us, Rosa!

*Not her real name

Volunteer Spotlight



I first heard about PH as a St. Vincent de Paul volunteer, as we often referred clients here. One of our monthly meetings was a tour of the Sharing Center with Alissa.

After the tour and hearing the description of all the services PH offers to local families, I felt a call to volunteer with them. I began my work with

PH as a phone volunteer, and my first call was a very tough case – a 16-year-old girl from Mexico.

Taking care of this case was challenging, but an incentive to work harder for my Spanish-speaking community as well as to accept the invitation to be part of the board as the Spanish Liaison.

Livier Crow

Right now we are working hard in recruiting bilingual (English/Spanish) candidates interested in being in the Spanish-speaking team of phone volunteers in order to provide better service to this growing community. If you are interested in joining the growing team of bilingual phone volunteers, please contact us!

Updates



Spring Phone Volunteer Training

May 3, 2014
10am — 3pm
Catholic Multicultural Center

We are trying to increase our phone volunteers by 6 this Spring. Answer all calls from home. On-going training and support at monthly meetings. Sign up for shifts that fit your schedule.

Contact Alissa Hirscher if interested:
info@pregnancyhelpline.net.

Knights of Columbus Pancake Breakfast

All you can eat!

Sunday, March 30
8am-12:30pm.

KC Roundtable, 1611 N. Bristol St., Sun Prairie.

Cost: \$9-adult, \$3-child, 3 & under free.

All proceeds benefit
Pregnancy Helpline.



Website

www.pregnancyhelpline.net

Facebook

[www.facebook.com/
PregnancyHelplineMadison](http://www.facebook.com/PregnancyHelplineMadison)



Partners in Caring

4-H Diligent Doers	Christ the King Parish	R Church	St. John the Baptist Parish
Ashley Ecklund	Diocese of Madison	Sacred Hearts Parish	St. Maria Goretti Sch. & Parish
Badger Catholic	Good Shepherd Parish	Saint Jude Healthcare	St. Patrick's Cottage Grove
Blackhawk Church	Immaculate Heart of Mary	Shopko	St. Peter's School & Parish
Blessed Sacrament Parish	Knights of Columbus	St. Albert the Great Parish	St. Thomas Aquinas Parish
Burlington Coat Factory	Little Gym	St. Ambrose Academy	St. Vincent DePaul
Caring Center	Mad. Catholic Women's Club	St. Bernard Parish, Middleton	Wagner Insurance
Cathedral Parish	Pro-Life Wisconsin	St. Christopher Parish	Wisconsin Right to Life
Catholic Multicultural Center	Queen of Peace Parish	St. Francis Xavier Cross Plains	Women's Care Center

Opportunities

VOLUNTEERS

- Sharing Center sorters. Come 1-2 times a month for 2-3 hours to sort and size baby clothes.
- Phone volunteers. Answer calls from home. We especially need Spanish speaking phone volunteers.

DONATIONS

We depend entirely on donations of time, material goods, and financial assistance from generous people in the Madison area. Donate online or by check. Checks can be made out to: Pregnancy Helpline, Inc. and mailed to: PO Box 5261 Madison, WI 53705

CONTACT US

If you are interested in getting involved, please contact Alissa Hirscher, Pregnancy Helpline Director at 608-222-0008 or email pregnancyhelplinedirector@gmail.com

PayPal™

**Donate with Pay
Pal on our website**

www.pregnancyhelpline.net



SHARING CENTER HOURS

Saturday 9am-12noon
(closed Holiday weekends)

Catholic Multicultural Center
1862 Beld St. (off Park St.)
Lower Level

Call 608-222-0008



OUR MISSION:

The Mission of Pregnancy Helpline, Inc is to provide life-affirming, compassionate care; giving accurate information, material support, and community referrals to women and their families before, during, and after pregnancy.

Pregnancy Helpline is a non-profit, non-political organization supporting Madison-area families for 30 years. We depend entirely on donations of time, material goods, and financial assistance from generous people in the Madison area. If interested in volunteering, donating, or for more information, please call (608) 222-0008 or email us at pregnancyhelplinedirector@gmail.com.



PO Box 5261
MADISON, WI 53705